— Provision of telephone connection within two years of the registration in the large cities by the end of the 8th plan period subject to the availability of the resources.

(d) Yes, Sir.

Survey of telephone services in four Metropolitan Cities

1196. DR. MURLI MANOHAR JOSHI:
DR. NAUNIHAL SINGH:
SHRI VISHNU KANT SHASTRI:
SHRI RAM RATAN RAM:

Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government's attention has been drawn to the news-item published in the Financial Express of September 11, 1992, under the caption, 'Delhi subscribers disappointed with the MTNL';

(b) if so, whether Government are aware of the details of the findings of the opinion poll conducted by the new Delhi Citizens Association;

(c) whether any survey at Government or non-Government level has been conducted during the past two years regarding the telephone services in the four metropolitan towns; if so, what are the findings for each city; and

(d) whether the Telephone Advisory Committee has been discontinued if so, what are the reasons therefor, and by when these are likely to be reconstituted in Delhi ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) and (b) Yes, Sir, the news item published in the Financial Express of September 11, 1992 has been seen. The news item is of general nature and does not give details of the findings of the opinion poll conducted by the New Delhi Citizens Association.

(c) Yes, Sir. Appraisal by an independent agency is carried out and the details are laid on the table of the house as per Statement. (*See* below)

(d) The Telephone Advisory Committee for Delhi has been recently re-constituted.

Statement

Independent Appraisal of Large Telephone Systems

The Administrative Staff College has designed a system of appraising the quality of telephone service as preceived by the subscribers. This system is mainly based on the service indicators and performance factors identified by the International Telecom Union with slight local variations to suit Indian conditions. The appraisal system measures the service performance factors to actual assessment of the call completion in live traffic utility of public telephones, fault clearance etc. as also planning aspects.

30 Marks is allotted to the user opinion survey which is done by contacting a random sample of users.

The user opinion score gives a fairly good indication of the quality of service as to what the subscribers think about the quality of service. Though it may be difficult for any system to get full score of 30, it is possible to generally assess the preception of the subscribers from this score. The scores achieved by the 4 metro cities of Bombay, Calcutta, Delhi and Madras in the latest appraisal done is indicated below :—

Name of City	No. of Lines	Score in Opinion Survey out of a Maximum of 30
Bombay	887300	17.95 (June 92)
Calcutta	305100	19.29 (Sept 92)
Delhi	714500	16.97 (July 92)
Madras	202300	21.54 (May 92)